

The Federal Transit Administration
and
the National Resource Center for Human Service Transportation Coordination
present

A GUIDE TO SERVING YOUR MILITARY COMMUNITY

WEBINAR

A technical assistance document in support of the
Veterans Transportation and Community Living Initiative
A Coordinating Council on Access and Mobility-supported initiative of



Prepared by the Armed Forces Services Corporation

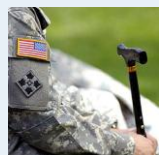


Agenda

- Military Community
- 3 Step Model Overview
 - Phase 1: Needs Analysis
 - Phase 2: Transportation Planning
 - Phase 3: Outreach
- Military Community Statistics
- Potential Partners
- Outreach Materials / Templates
- Questions



ACTIVE DUTY



Wounded Service Members

- Healthcare
- Education
- Internships
- Job Search

- USMC Wounded Warrior Regiment
- Army Wounded Warrior (AW2)
- Air Force Warrior and Survivor Care
- Navy Safe Harbor
- US SOCOM Care Coalition



Wounded Warrior Families

- Healthcare (often need to accompany Service Members to visits)
- Schools / Childcare
- Job Search

- USMC Wounded Warrior Regiment
- Army Wounded Warrior (AW2)
- Air Force Warrior and Survivor Care
- Navy Safe Harbor
- US SOCOM Care Coalition
- Fisher House



Other Service Families

- Spouse Education
- Spouse Employment
- Childcare / Child Sports
- Activities of Daily Living

- Military Installations
- Local Yellow Ribbon Program Coordinator
- Local Blue Star Families Chapter
- Local Operation Homefront Chapter



Veterans with Disabilities

- Healthcare
- Education
- Internships
- Job Search
- Activities of Daily Living

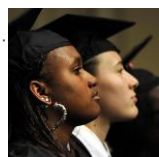
- Veteran Service Organizations (VSOs) – DAV, American Legion, VFW, BVA, PVA
- VA VetSuccess
- VA Facilities
- DVOPs, LVERs
- Easter Seals



Low Income/Homeless Veterans

- Healthcare
- Education
- Job Search
- Employment

- National Coalition for Homeless Veterans -NCHV
- Local homeless shelters, community-based programs
- VA Homeless Veterans
- Goodwill



Student Veterans

- Education
- Employment
- Activities of Daily Living

- Student Veterans of America
- Local College Student Activity Director
- Other University-based Veteran Organizations

VETERANS



3 Step Model for Serving the Military Community

Phase 1: **Needs Analysis**

Perform an Inventory of Needs for Service Members, Veterans, and Military Families in Your Community

Phase 2: **Resource Planning**

Undertake an Analysis of What Needs Can Be Met based on Current and Planned Resources

Phase 3: **Outreach**

Communicate Current and New Transportation Programs

“Increasing and improving transportation choices for America's Service Members, Veterans and Military Families by investing in “one-click, one-call” transportation resource centers.”



Phase 1:
Needs Analysis

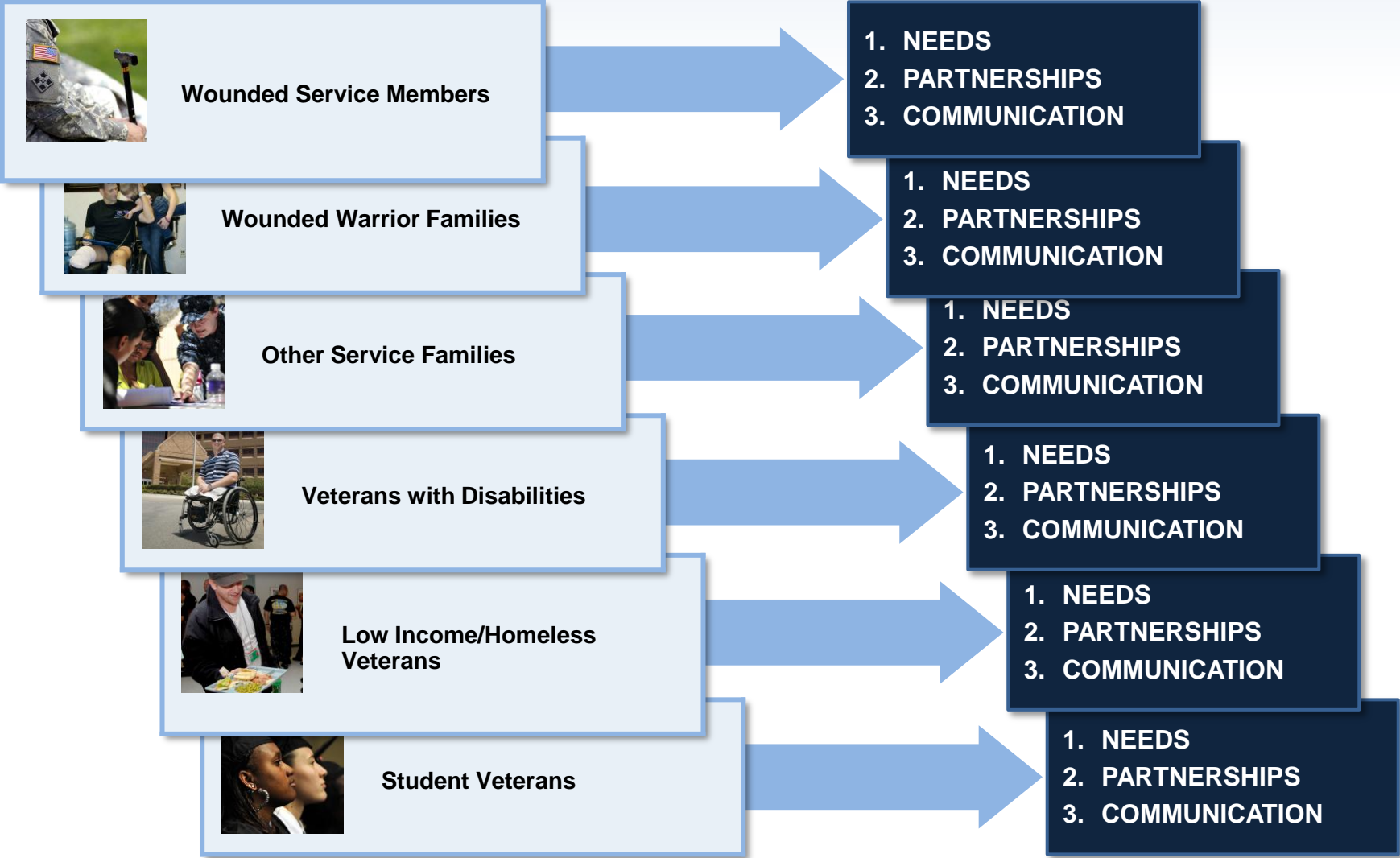
Phase 2:
Resource Planning

Phase 3:
Outreach

PURPOSE

If you have not already engaged your local military community and developed an understanding of their transportation needs, you will need to begin by performing a needs analysis.

This will help you understand their transportation needs and categorize those needs in terms of priority/impact. This process will also help you start to build a trusted relationship.





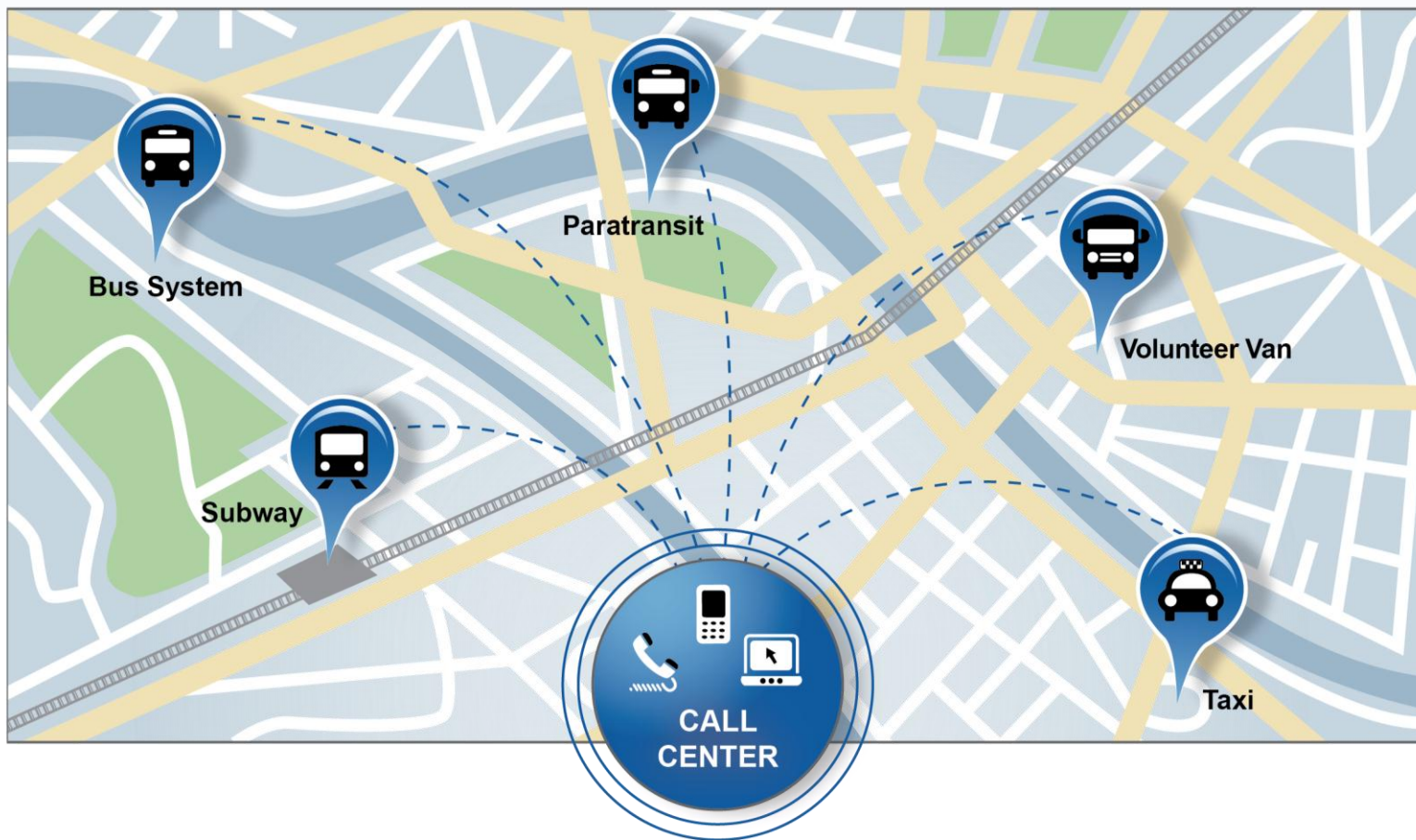
PURPOSE

Once the needs of the military community in your area have been gathered and prioritized, the process of analyzing them and comparing them to existing and planned transportation resources begins.

During this phase you will develop a short, medium and long term plan to address the transportation needs of the military community in your area.



Phase 2: “One Click, One Call” Center Concept

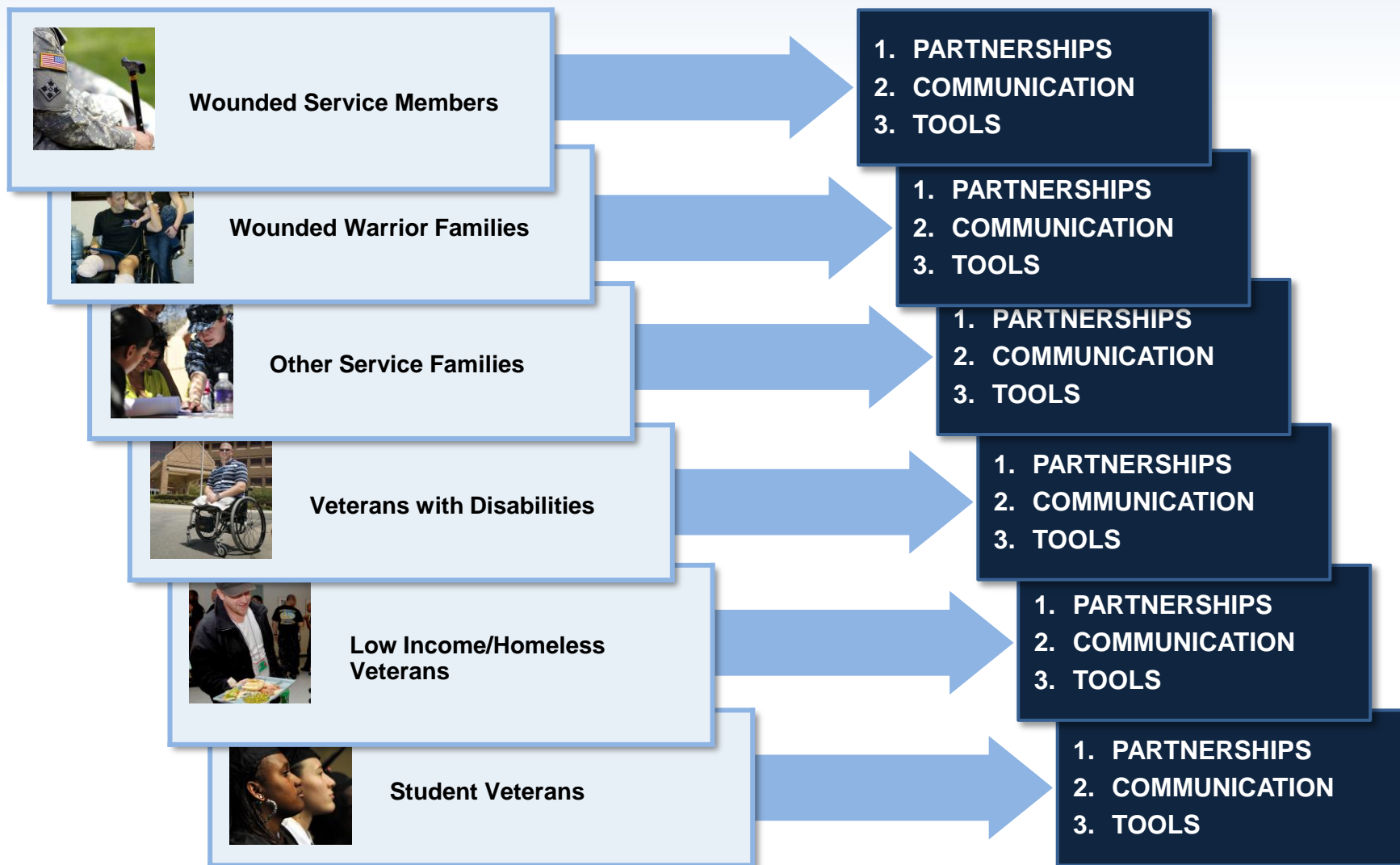


“Increasing and improving transportation choices for America's Service Members, Veterans and Military Families by investing in “one-click, one-call” transportation resource centers.”



PURPOSE

Once you have developed your draft transportation plan in collaboration with the military community, it will be necessary to communicate and solicit input on the plan.





Potential Partners



Potential Military Community Partners Table

ORGANIZATION	URL
WOUNDED SERVICE MEMBERS	
USMC Wounded Warrior Regiment	http://www.woundedwarriorregiment.org/
Army Wounded Warrior (AW2)	http://wtc.army.mil/aw2/index.html
Air Force Wounded Warrior	http://www.woundedwarrior.af.mil/
Navy Safe Harbor	http://www.safeharbor.navy.mil/
US Special Operations Command	http://www.socom.mil/default.aspx
WOUNDED WARRIOR FAMILIES	
USMC Wounded Warrior Regiment	http://www.woundedwarriorregiment.org/
Army Wounded Warrior (AW2)	http://wtc.army.mil/aw2/index.html
Air Force Wounded Warrior	http://www.woundedwarrior.af.mil/
Navy Safe Harbor	http://www.safeharbor.navy.mil/
Fisher House	http://www.fisherhouse.org/
OTHER SERVICE FAMILIES	
Military Installations	http://www.militaryinstallations.dod.mil/pls/psgpr.od/f?p=MI:ENTRY:0
Yellow Ribbon Program (National Guard and Reserve)	http://www.jointservicessupport.org/OSD/
Blue Star Families	http://www.bluestarfam.org/
Operation Homefront	http://www.operationhomefront.net/map.aspx

ORGANIZATION	URL
VETERANS WITH DISABILITIES	
Disabled American Veterans (DAV)	http://dav.org/
American Legion	http://www.legion.org/
Veterans of Foreign Wars (VFW)	http://www.vfw.org/
Blinded Veterans Association (BVA)	http://www.bva.org/
Paralyzed Veterans of America (PVA)	http://www.pva.org/
VA VetSuccess	http://vetsuccess.gov/
VA Facilities	http://www2.va.gov/directory/guide/home.asp?isfla sh=1
State DVOPs/LVERs	http://dvoplverlocator.nvti.ucdenver.edu/
Easter Seals	http://www.easterseals.com/site/PageServer?pagen ame=ntl_military_veterans_services
LOW INCOME/HOMELESS VETERANS	
NCHV	http://www.nchv.org/
VA - Homeless Veterans	http://www.va.gov/homeless/
Local Homeless Shelters	http://www.google.com
Goodwill	http://www.goodwill.org
STUDENT VETERANS	
Student Veterans of America	http://www.studentveterans.org/
Local College Student Activity Dir.	Individual College Websites



Operation Warfighter (OWF) Contact Information

Contact	Location	Phone	E-mail
Patrick Brick (PM)	NCR	703.428.7540	patrick.brick.ctr@osd.mil
Erasmio Valles	San Antonio, TX	210.439.0030	evalles@afsc-usa.com
Michael Crowe	Colorado Springs, CO	719.433.1459	mcrowe@afsc-usa.com
Billy Ray King	Seattle, WA	253.208.2512	bking@afsc-usa.com
Walt Myhre	San Diego, CA	210.896.9535	wmyhre@afsc-usa.com



Recovery Coordinator Contact Information

AS OF 9/15/2011

Name	Location	State	Service	Position	Phone (Desk)	Email
Albini, James	Little Rock AFB	AR	Air Force	RCC	501-987-1199 (DSN 731-1199)	james.albini.1.ctr@us.af.mil
Slaydon, Annette	Luke AFB	AZ	Air Force	RCC	623-896-7522 (DSN: 896-7522)	m.slaydon.ctr@us.af.mil
Lewandowski, Chris	Phoenix	AZ	Army	RCC		christopher.h.lewandowski.ctr@us.army.mil
Dow, Michael	Tucson	AZ	Army	RCC		michael.s.dow.ctr@us.army.mil
Lewis, Georgia	29 Palms	CA	USMC	RCC		georgia.lewis.ctr@usmc.mil
Templeton, Teri	29 Palms	CA	USMC	RCC		teri.templeton.ctr@usmc.mil
Barger, Deborah	Camp Pendleton	CA	USMC	RCC		deborah.barger.ctr@usmc.mil
Brummett, Damon	Camp Pendleton	CA	USMC	RCC		damon.brummett.ctr@usmc.mil
Hoffman, Michael	Camp Pendleton	CA	USMC	RCC		michael.a.hoffman.ctr@usmc.mil
Lambert, Richard	Camp Pendleton	CA	USMC	RCC		richard.a.lambert@usmc.mil
Willis, Mary	Camp Pendleton	CA	USMC	RCC		mary.willis.ctr@usmc.mil
Woolfolk, Roshard	Camp Pendleton	CA	USMC	RCC		roshard.woolfolk.ctr@usmc.mil
Ollison, Vernon	Camp Pendleton	CA	USMC	RCC/TL		vernon.ollison@usmc.mil
Killea, Patricia	Moffett Field	CA	Army Reserve	RCC	650-526-9660	patricia.killea@usar.army.mil



Military Community Statistics



Military Members and Families by State

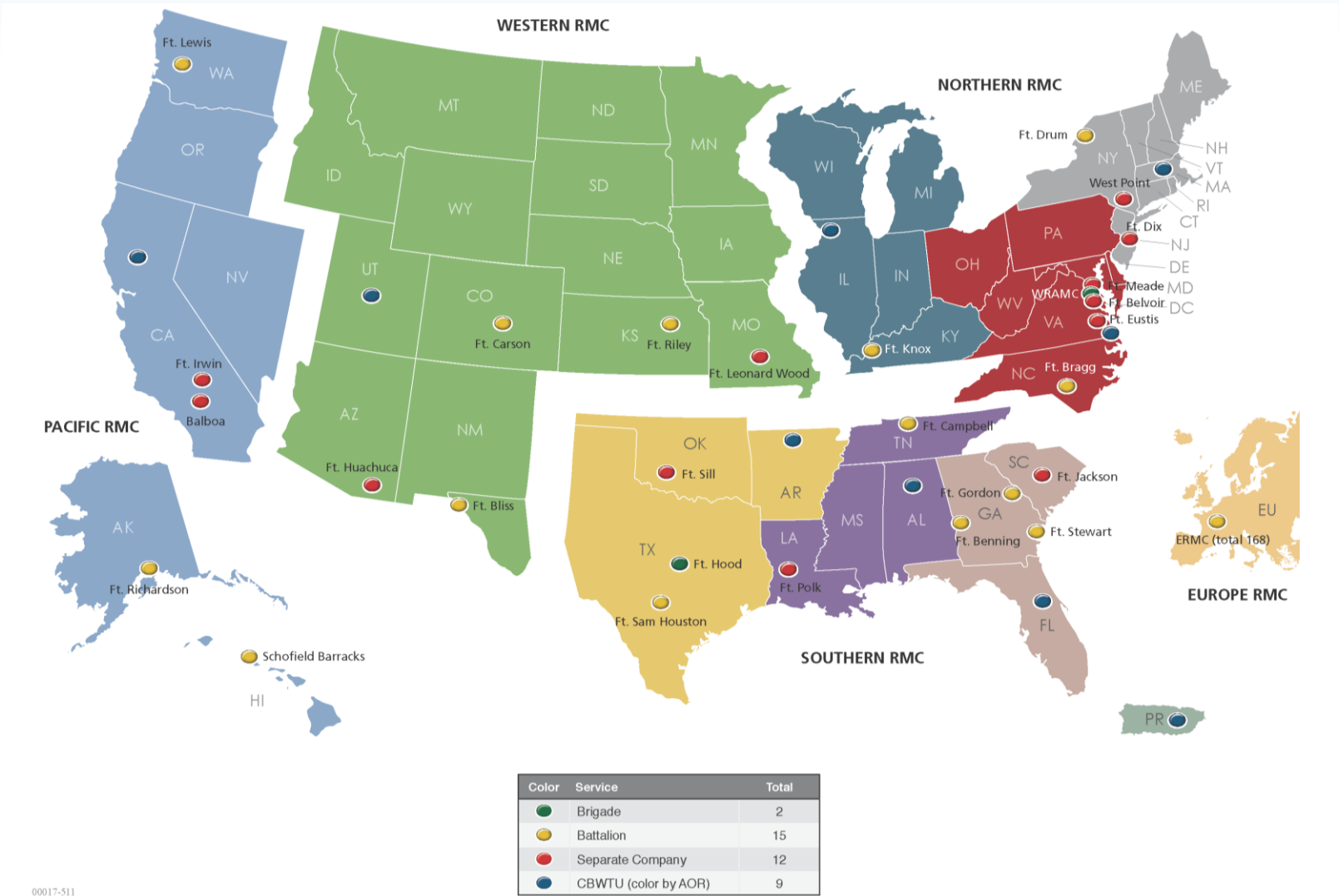
STATE	ACTIVE DUTY TOTAL MILITARY	APPROX. # OF SPOUSES	APPROX. # OF CHILDREN	TOTAL MILITARY MEMBERS AND FAMILY BY STATE
Alabama	11,896	7019	5829	24,744
Alaska	23,178	13675	11357	48,210
Arizona	21,343	12592	10458	44,393
Arkansas	6,717	3963	3291	13,971
California	117,806	69506	57725	245,036
Colorado	35,404	20888	17348	73,640
Connecticut	1,914	1129	938	3,981
Delaware	3,870	2283	1896	8,050
District of Columbia	13,424	7920	6578	27,922
Florida	42,642	25159	20895	88,695
Georgia	73,988	43653	36254	153,895
Hawaii	40,874	24111	20028	85,018
Idaho	4,967	2345	2434	10,331
Illinois	10,111	5345	4954	21,031
Indiana	3,108	1834	1523	6,465
Iowa	1,296	765	635	2,696
Kansas	25,482	15034	12486	53,003
Kentucky	43,138	25451	21138	89,727
Louisiana	17,398	10265	8525	36,188
Maine	730	431	358	1,518
Maryland	29,160	17204	14288	60,653
Massachusetts	3,205	1891	1570	6,666

SAMPLE



Army Warrior Transition Units (WTUs)

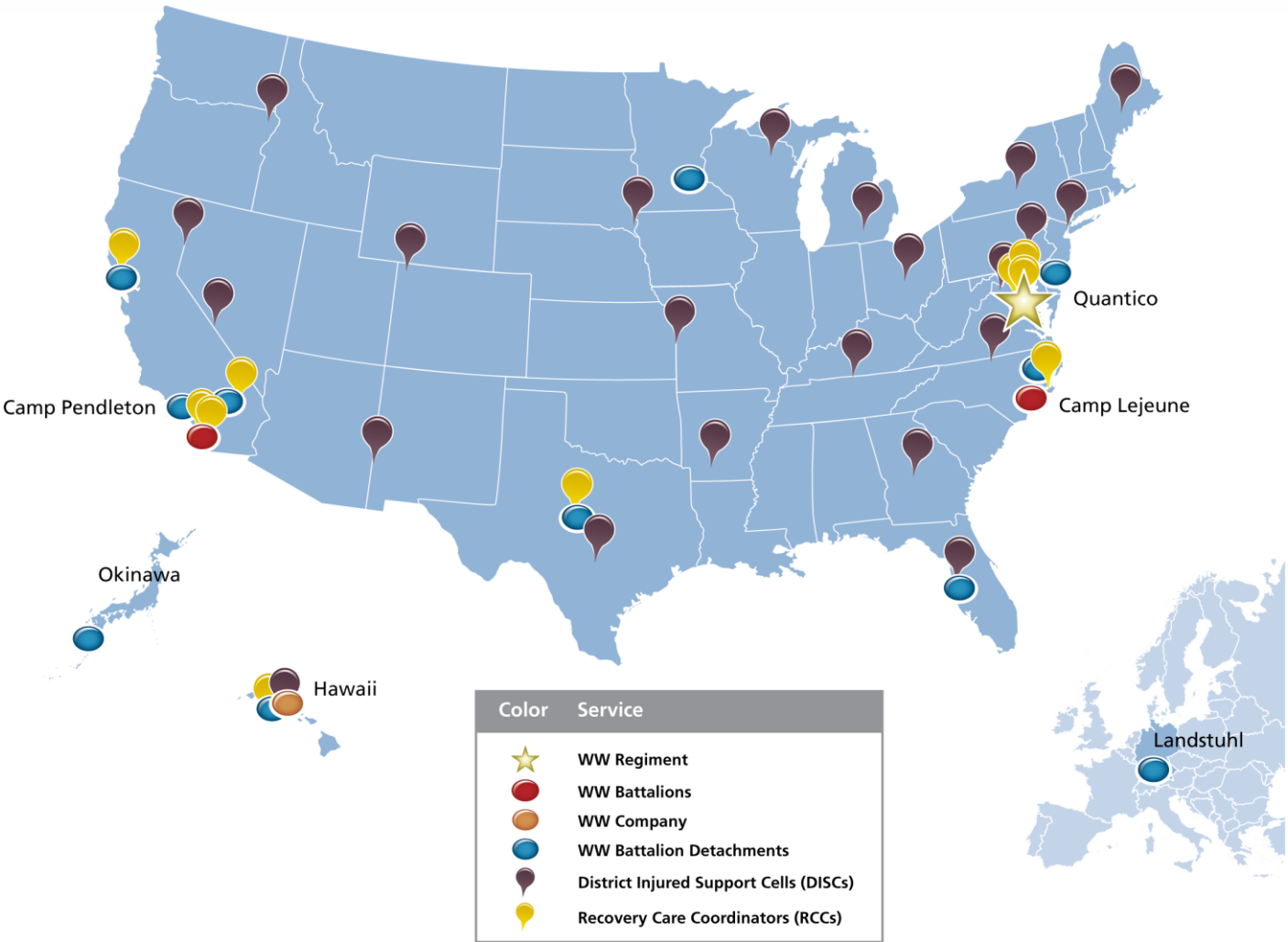
As of August 2011





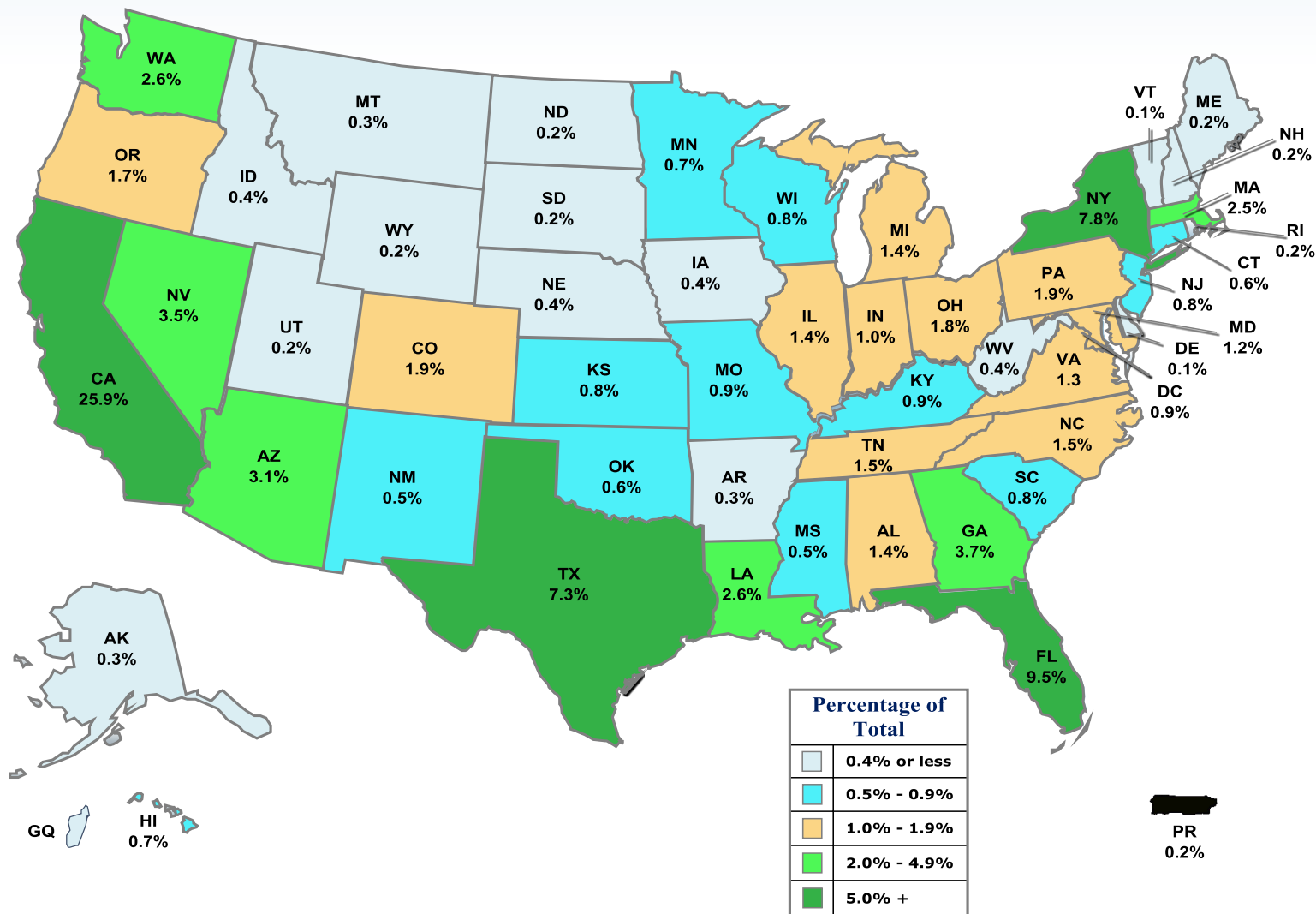
USMC Wounded Warrior Regiments (WWR)

The Regiment maintains administrative and operational control of two Wounded Warrior Battalions located at Camp Pendleton, CA and Camp Lejeune, NC. These battalions have Detachments located at Military Treatment Facilities and at Department of Veterans Affairs (VA) Polytrauma Rehabilitation Centers.





Geographic Distribution of Homeless Veterans by State





Outreach Materials / Templates



General Briefing Template

You Served Our Country, Now Let Us Serve YOU



 **NAME OF PROGRAM**
Tagline

[Here the grantee should insert name of the organization and the logo for the program i.e. "One Click One Call"]

Poster (Editable)


Service Members, Veterans & Military Families

Looking for a RIDE?

work. training. shopping.
Contact Us!



"One Click, One Call" [OR INSERT PROGRAM NAME]
1-800-XXX-XXXX | email@server.com

call text email
We'll connect you with the mode of transportation you need.



Connecting America's Military Community to the Transportation Options They Need

The Veterans Transportation and Community Living Initiative is a collaboration between the Department of Transportation (DOT) and the Federal Transit Administration (FTA) to help veterans, service members and military families bridge the transportation gap. This initiative assists communities across the country to build or expand the amount of information on local transportation options available by phone or internet. This is our way of saying thank you to America's military community for their tremendous service.

  **Community Transportation Association of America Veterans Transportation and Community Living Initiative (VTCCL)**

Sample Letter/Email to Military Community

U.S. Department of Transportation
Federal Transit Administration

Veterans Transportation and Community Living Initiative (VTCCL)

TO: SERVICE MEMBERS, VETERANS, AND MILITARY FAMILIES
SUBJECT: "One Click, One Call" [OR INSERT NAME OF PROGRAM]

LOOKING FOR A RIDE?
Contact [1-800-xxx-xxxx or email@server.com] to connect to the mode of transportation you need!

You served our country, now let us serve you!

To say thanks for all you've done for us, the [INSERT NAME OF COMMUNITY] community wants to do something for you by helping you connect to the transportation options near you!

"One Click, One Call" [or Insert Name of Program]

HOW IT WORKS:

- We offer one place where you can easily access several types of transportation options.
- Just [SELECT APPROPRIATE: CALL, TEXT, EMAIL] [1-800-XXX-XXXX or EMAIL@SERVER.COM] to connect to all of the available modes of transportation.
- A call center representative will be available from [INSERT TIME FRAME] to [INSERT TIME FRAME] to respond to your transportation requests.
- Transportation drop off and pick-up locations may be to: [LIST TRANSPORTATION/DROP OFF LOCATIONS I.E. WORK, PRACTICES, SHOPPING, APPOINTMENTS, ETC.]

Connecting America's Military Community to the Opportunities they Deserve

The Veterans Transportation and Community Living Initiative is a collaboration between the Department of Transportation (DOT) and the Federal Transit Administration (FTA) to help veterans, service members and military families bridge the transportation gap. This initiative assists communities across the country to build or to expand access to information about local transportation options. This is our way of saying thank you to America's military community for their tremendous service.

QUESTIONS?



http://www.fta.dot.gov/grants/13094_13528.html

Questions for VTCLI Technical Assistance Team?

Please Contact:

Chris Zeilinger

Director, National Resource Center for Human Service Transportation Coordination
Community Transportation Association of America

email: zeilinger@ctaa.org



http://www.fta.dot.gov/grants/13094_13528.html